

## CASE MANAGER (SOCIAL SERVICES)

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for carrying out duties related to case management and the delivery of human services to children, adults and families within the Department of Social Services. Case management activities are aimed at linking the client to the service system available and coordinating the various services to achieve a successful outcome. The objective of case management is continuity of care and service to clients. The work is performed under the direct supervision of a higher level employee with leeway allowed for the exercise of independent judgment. Administrative supervision is received from assigned senior staff. Supervision over the work of others is not normally a function of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Provides service planning and under care to assigned cases in the forms of interviewing, coordinating, linking to ancillary services and referral to professional counseling;

Refers clients to appropriate services both within and outside of the agency;

Assures continuity of service in accordance with the client's service plan;

Intercedes on behalf of the client to assure access to services required in the individual service plan;

Attends staff meetings in order to exchange information and receive supervision;

Collects relevant information from clients during intake interview;

Establishes a relationship with individuals and families to insure provision of services;

Establishes and monitors service plans within prescribed requirements;

Develops an expertise in the areas of entitlements, housing, clothing, food, transportation and legal services;

Prepares reports of a narrative and statistical nature, as well as general correspondence;

Maintains up to date records and case recording on assigned cases according to established procedure;

Participates in in-service trainings;

May prepare petitions and appear in court on behalf of agency;

May be required to respond to complaints or requests for services after work hours.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of the modern principles and practices of social case management, working knowledge of all federal, state and local laws and programs as they relate to the delivery of human services; working knowledge of available community facilities and resources; ability to maintain records and prepare narrative reports, statistical reports and general correspondence; ability to identify positively with people; ability to relate to a potentially difficult client population; ability to establish and maintain an effective working relationship with agency staff; ability to function well under stress and in emergencies; ability to receive and benefit from in-service training; ability to keep abreast of new developments in the child welfare field; sound professional judgment; initiative; tact.

**MINIMUM QUALIFICATIONS:** Graduation from a regionally accredited or New York State registered college or university with a bachelor's or higher level degree which included or was supplemented by twelve (12) semester credit hours in psychology, sociology, one of the behavior sciences or a related field and successful completion of a one year case manager trainee (social services) program.

**Special Requirement:** At time of appointment, and throughout employment in this title, candidates must possess a valid New York State driver's license.

ULSTER COUNTY  
1064 CASE MG SS  
Classification: Competitive  
Grade: 14A  
Union: CSEA

Adopted: August 23, 2016  
Revised: September 12, 2016